

Remarks

Claims 2, 3, 6, 10, 12, 13, 18, 20, 21, and 27 have been canceled. Claims 1, 4, 5, 7-9, 11, 14, 15, 16, 17, 19, and 22-26 have been amended.

The Examiner has rejected claim 6 under 35 USC 112 as the limitation “the step of automatically restarting” having insufficient antecedent basis and the terms “unrecoverable events” and “restarting” being unclear. The Examiner has rejected claims 1, 2, 3, 5, 7, 9, 11, 15, 18 and 22 under 35 USC 102(e) as being anticipated by Porter et al (U.S. Pat. No. 6,154,527). The Examiner has rejected claims 4, 8, 17, 19, 20, 26, 27 under 35 USC 103(a) as being unpatentable over Porter in view of Brewster et al (U.S. Pat. No. 5,870,464). The Examiner has rejected claims 14, 23, and 24 under 35 USC 103(a) as being unpatentable over Porter in view of Ogden et al (U.S. Pat. No. 6,311,164). The Examiner has rejected claim 16 under 35 USC 103(a) as being unpatentable over Porter in view of MacMillian (U.S. Pat. No. 5,179,585). The Examiner has rejected claims 10, 12, 13, and 25 under 35 USC 103(a) as being unpatentable over Porter in view of Kuenzign et al (U.S. Pat. No. 5,572,570). The Examiner has rejected claim 21 under 35 USC 103(a) as being unpatentable over Porter.

Turning first to independent claim 15, the claim has been amended to include the limitation of dependent claim 27. In particular, the amended claim recites in part a system for processing telephone calls that includes an IVR Engine adapted to receive via a Data Interface Process a script selected by a Script Engine. The claimed invention has the advantage of providing an IVR client system wherein logic coding on a main server may be used without the need for analogous logic coding on the client itself. The claim as amended clarifies the role of the Script Engine to select scripts without having to levy this processing burden upon the IVR Engine.

The Examiner had rejected claim 15 under 35 USC 102(e) as being anticipated by Porter et al (U.S. Pat. No. 6,154,527), relying upon the disclosure of Col. 4, lines 8-11, 56-60, 11-13. However, the exchange of information from the voice processing system (VPS) 174 to the host processor 176 is “high level messages”, such as identification information that is verified by the host processor (Col. 4, lines 59-67). With regard to the additional limitation of claim 27, the Examiner rejected this claim as unpatentable over Porter in view of Brewster, relying upon Brewster’s disclosure of a DIP (link interface 40) interfacing between an IVR Engine (PBX 14)

and Script Engine (intelligent information router 42) “for the purpose of receiving route request and transmitting information (col. 3, lines 42-44)”. The disclosure in Brewster at Col. 2, line 54 to Col. 3, line 19 describes how the intelligent information router 42 decides where to direct a call rather than selecting an appropriate script.

Consequently, the cited references fail to describe an IVR system that advantageously centralizes Script Engine selection of scripts from the client IVR Engines, thus providing software development advantages over the generally known IVR systems. Insofar as the cited references failed to appreciate this problem, Applicants respectfully assert that claim 15 as amended is patentable over the cited references and should be allowed. Reconsideration is requested for claim 15, as well as for claims 16-19 and 22-27 that depend therefrom.

Turning to independent method claim 1, the claim has been amended in a manner analogous to the apparatus claim 15. Thus, for the reasons given above, Applicants respectfully assert that claim 1 should be allowed, as well as claims 4-5, 7-9, 11, and 14 that depend therefrom.

CONCLUSION

In light of the amendments and remarks made herein, it is respectfully submitted that the claims currently pending in the present application are now in form for allowance. Accordingly, reconsideration of those claims, as amended herein, is earnestly solicited. Applicants encourage the Examiner to contact their representative, David Franklin at (512) 651-6856 or dfranklin@fbtlaw.com.

The Assistant Commissioner for Patents is hereby authorized to charge any deficiency or credit any overpayment of fees to Frost Brown Todd LLC Deposit Account No. 06-2226.

Respectfully submitted,

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<p align="center"><u>CERTIFICATE OF MAILING</u></p> <p>I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to The Assistant Commissioner for Patents, Washington, D.C. 20231, on</p> <p><u>March 24, 2003</u></p> <p><u>Sarah Ohlweiler</u></p> <p>Sarah Ohlweiler</p>

Appendix A

Marked Version Showing Changes Made

Claims 2, 3, 6, 10, 12, 13, 18, 20, 21, and 27 are canceled.

Claims 1, 4, 5, 7-9, 11, 14, 15, 16, 17, 19, and 22-26 are amended as follows:

1. (Amended) A method for processing telephone calls using IVR, said method comprising the steps of:
 - (a) automatically answering a call from an individual and redirecting said call to an IVR Engine;
 - (b) sending a signal from said IVR Engine to a Script Engine via a Data Interface Process (DIP), whereby said Script Engine may [run]select an appropriate script and send an instruction and the selected script back to said IVR Engine;
 - (c) passing said instruction from said IVR Engine to said individual;
 - (d) collecting input from [said]the individual given in response to [said]the instruction; and
 - (e) [terminating said call]sending the collected input from said IVR Engine to said Script Engine via said Data Interface.
4. (Amended) The method according to claim 1 [additionally]further comprising [the step of]applying business rules and logic to [said]the collected input on said Script Engine.
5. (Amended) [A]The method according to claim 1 [additionally]further comprising [the step of]utilizing project configuration information in the Data Interface Process to establish a connection between said IVR Engine and an appropriate said Script Engine.
7. (Amended) [A]The method according to claim 1 [additionally]further comprising [the step of]warehousing [said]the collected input by said Script Engine.
8. (Amended) [A]The method according to claim 1 [additionally comprising the step of] wherein selecting the script further comprises executing appropriate Application Programming Interfaces (APIs) for [said]the call.

9. (Amended) [A]The method according to claim 1 [additionally comprising the step of] wherein validating [said]the collected input on said Script Engine.

11. (Amended) [A]The method according to claim 1 [additionally]further comprising [the step of] translating between said [IVR Engine] Data Interface Process and said Script Engine.

14. (Amended) [A]The method according to claim 1 [additionally] further comprising [the step of] generating an electronic folder for each [said] call, said electronic folder adapted to house any information pertinent to said call.

15. (Amended) A system for processing a telephone call from an individual using IVR, said system comprising:

- (a) a switch[, said switch] adapted to automatically answer and redirect [said] the telephone call;
- (b) an IVR Engine[, said IVR Engine] adapted to accept [said] the telephone call redirected by said switch, said IVR Engine adapted to receive and perform a script per an instruction, and to send outgoing information to and receive incoming information from said individual in accordance with the script; [and]
- (c) a Main Script Engine[, said Main Script Engine] adapted to receive an instruction from said IVR Engine, [execute] to select a script, and to return [an] the instruction to said IVR Engine; and
- (d) a data interface process (DIP) adapted to interface between said IVR Engine and said Script Engine.

16. (Amended) A system according to claim 15 additionally comprising a data storage device coupled to said Main Script Engine for housing [said] the incoming information received from [said] the individual.

17. (Amended) [A] The system according to claim 15 [additionally] further comprising a Computer Telephony Interface adapted to connect and [provide a means of communication]communicate between [for] said IVR Engine and said [call] switch.

19. (Amended) [A] The system according to claim 18 [wherein said] further comprising a main system, which includes said Script Engine, [is] adapted to warehouse [said] the incoming information, to apply business rules and logic to [said] the incoming information, and to return data and analysis of [said] the incoming information.

22. (Amended) [A] The system according to claim 15 wherein said Script Engine is adapted to execute data validation of the incoming information.

23. (Amended) [A] The system according to claim 15 [additionally comprising] wherein the Data Interface Process further comprises a socket interface between said IVR Engine and said Script Engine.

24. (Amended) [A] The system according to claim 23 wherein said socket interface comprises a TCP-IP socket.

25. (Amended) [A] The system according to claim 15 [additionally] further comprising a Message Translator responsive to said Script Engine and [adapted] configured to interpret [said]the incoming and outgoing information.

26. (Amended) A system according to claim 15 additionally comprising a Script Message Emulator, said Script Message Emulator [adapted] configured to provide a predetermined script to simulate said Script Engine and to interface with said IVR Engine.